

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission  
527 East Capitol Avenue  
Post Office Box 19280  
Springfield, Illinois 62794-9280

ORIGINAL

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ILLINOIS  
COMMERCE COMMISSION

For Commission Use Only:

Case 00-0577

Regarding a complaint

by Howard Goldman  
(Person making the complaint)

against Ameritech  
(Utility name)

as to unauthorized disconnect, resulting in financial damages and intentionally making  
consumer spend an unreasonable amount of time to get the situation corrected.  
(Reason for complaint)

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3150 N. Sheridan Rd., #6B, Chicago, IL 60657

The service address that I am complaining about is 3150 N. Sheridan Rd., #6B, Chicago, IL 60657

My home telephone number is [ 773 ] 929-4927

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [ 312 ] 560-4984

Ameritech (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

I do not know.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about XX Yes      No  
this complaint?

Has your complaint filed with that office been closed? I do not know.      Yes      No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. Without notice and without reason, Ameritech shut down all telephone lines to our residence from on or about May 31 to on or about June 6, 2000.
2. In order to get Ameritech to reactivate the phone lines, I needed to spend an unreasonable amount of time on the phone with Ameritech, approximately twelve hours.
3. In order to communicate with Ameritech, and others, I had to spend a significant amount of money on alternative devices and suffered over \$150.00 damage.
4. Ameritech has billed us for telephone usage at our future residence. We have not yet moved to nor ever made an Ameritech telephone call from that residence.
5. Ameritech has threatened to cut off our phones again and to put us in collection. We have since paid them all the money they have demanded only to avoid a similar ordeal.

Please clearly state what you want the Commission to do in this case.

A refund for all monthly service billed to the future residence, a payment of \$150.00 for damages suffered and a payment of \$2400 to offset 12 hours of productive time lost at work.

Date: 8-21-00

(Month, day, and year)

Complainant's signature

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must watch you fill out this part of the form.

I, Howard Goldman, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature)

Subscribed and sworn/affirmed to before me this 23rd day of August, 2000

Gail Goldman  
Notary Public, Illinois



#### NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.